RHSO Waiver Tool

User Guide

Table of Contents

1.0 RHSO Waiver Tool

The Residential Habilitation and Support OASIS (RHSO) Waiver tool is a section of the DDRS Web-Based Tools website that you can use to calculate an invoice amount for waiver services. The tool generates an **RHSO Invoice** report. You can print the **RHSO Invoice** report and use it later to conduct billing activities in accordance with the current waiver policies and procedures.

1.1. Product Support

If you encounter a problem with this product, or if you have a question or recommendation regarding this user guide, log a HelpBox request. A member of the FSSA Technology Services Team (FTST) will contact you to address the issue.

1.2. Before You Start – Setting Your System for Best Performance

Some of the features available in the RHSO Waiver tool require that you install the Adobe Reader add-on software to enhance the system's performance. For example, to export and view PDF files of **RHSO Waiver** reports, you must install the Adobe Reader on your computer. Use the following section for installing and testing the Adobe Reader.

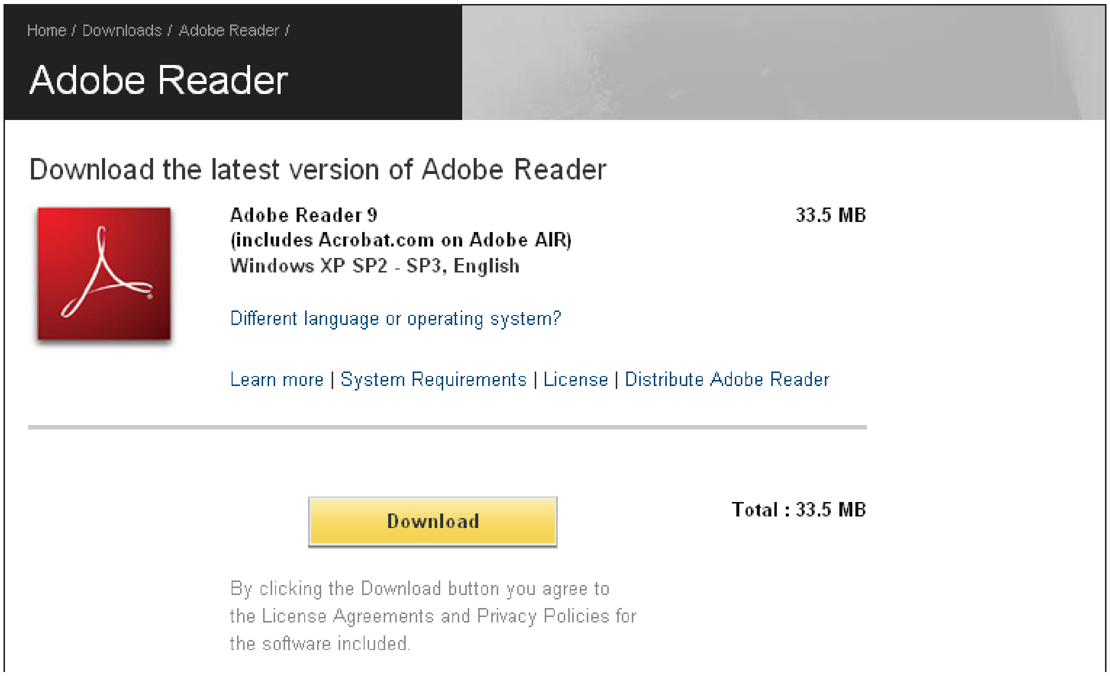
1.2.1 Installing and Testing the Latest Version of Adobe Reader

You can access the most updated copy of this user guide and other documentation from the DDRS website. To view the documents, you must install the Adobe Reader on your computer. Use the following procedure to install and test the latest version of Adobe Reader on your computer (the procedure assumes that you have not installed the Adobe DLM ActiveX control).

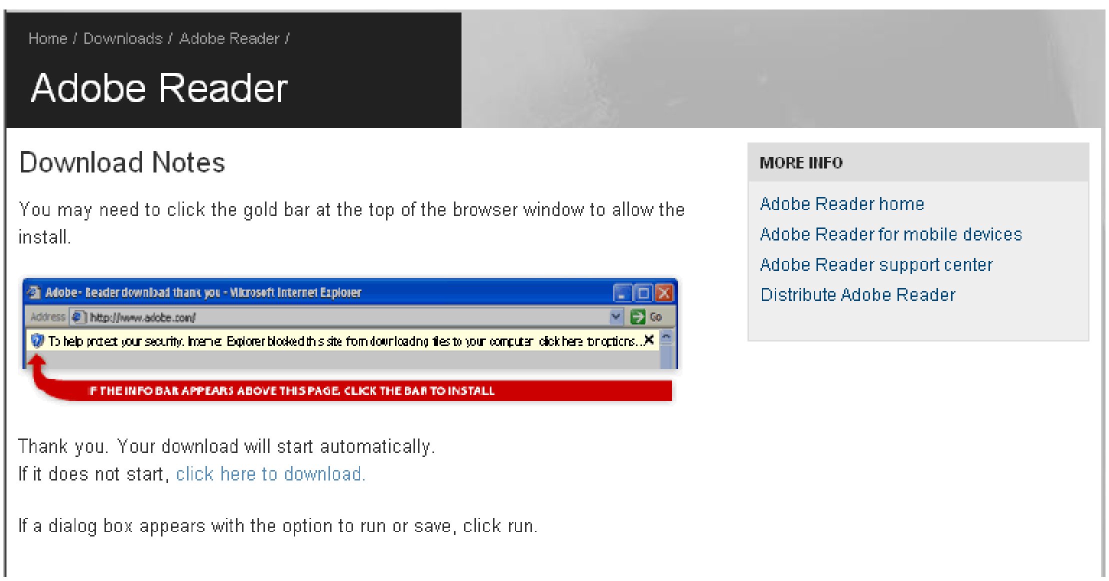
1. Select the following link or enter the URL into the **Address** field of your browser:

   http://www.adobe.com/products/acrobat/readstep2.html

The Adobe Reader web page appears, as shown in the following illustration:



2. Select the gold **Download** button. The system displays the following screen and a gold bar appears at the top of your browser window:



3. Select **Click here to install** from the gold bar at the top of the browser window, and then select **Install ActiveX Control** from the shortcut menu that appears.

4. Select **Install** in the **Internet Explorer - Security Warning** window that appears.

5. Wait several seconds as one or more Adobe progress windows appear, indicating the progress of the installation. When the installation is complete, the **getPlus: Info** window appears and indicates that the installation is complete.

6. Select **OK** in the **getPlus: Info** window.

7. Test the Adobe Reader installation by selecting a PDF file from either the network or a SharePoint site.

Tip
Select the following link to display a SharePoint page that contains multiple PDF files that you can use:

https://myshare.in.gov/FSSA/ddrs/WebBased%20Tools/Forms/AllItems.aspx

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8. Ensure that the **Read Only** radio button is selected in the **Microsoft Internet Explorer** window that appears and then select **OK**. The following illustration shows an example of the **Microsoft Internet Explorer** window:

Because this is the first PDF you have opened after installing the Adobe Reader, the **Adobe Reader – License Agreement** window appears, as shown in the following illustration:

9. Select **Accept** to display the PDF file for the document you selected.

   The **Adobe Reader – License Agreement** window appears only once. After you perform the remaining steps in this procedure, the license agreement will not appear again when you select a PDF file.

1.3. Login for the RHSO Waiver Tool

The RHSO Waiver tool resides on the DDRS Web-Based Tools page. You can use the following link to access the DDRS Web-Based Tools page:

https://ddrsprovider.fssa.in.gov/

The DDRS Web-Based Tools page appears. The Web-Based Tools page contains a fixed menu list on the left side. The linked menu items in the menu list change according to the menu that you select.

The following illustration shows the DDRS Web-Based Tools page:

Select **Login** from the menu list to access the system. If this is the first time that you have logged in to the site, the following message might appear. This message can also be seen by clicking the **Setup Instructions for IE7** link at the bottom of the page.

WARNING! A budget will not be able to be previewed until the following is completed.

In order for this website to function properly, you must add this website as a '**Trusted Site**' in your Internet Explorer browser. Please complete the following steps:

1. Click on '**Tools**' in the main menu bar; if the main menu is not visible, press the '**Alt**' key (or '**Tools**' on the toolbar, if visible)
2. Click on '**Internet Options...**' in the pull-down list
3. Click on the '**Security**' tab of the '**Internet Options**' window
4. Click on the '**Trusted Sites**' icon
5. Click on the '**Sites...**' button
6. Make sure the box for '**Require server verification (https:) for all sites in this zone**' is NOT checked
7. In the '**Add this Web site to the zone:**' textbox, type '**ddrsprovider.fssa.in.gov**' (if it does not automatically appear there)
8. Click the '**Add**' button; The website name will now appear in the '**Web sites:**' box
9. Click the '**OK**' button on each of the two windows that are open
10. Click on the refresh icon in Internet Explorer or press the '**F5**' key on your keyboard to refresh the web page
11. Click on the '**Return Home**' link below these instructions; This will take you to the website Home page where you will need to click the '**Login**' link again to go to the Login page

    If, after completing steps 1-11 above, you can still not login to this website, you might need to adjust the pop-up blocker settings for this website by doing the following:

12. Click on '**Tools**' in the main menu bar; if the main menu is not visible, press the '**Alt**' key (or '**Tools**' on the toolbar, if visible)
13. Click on '**Pop-up Blocker**'
14. Click on '**Pop-up Blocker Settings**'
15. In the '**Address of website to allow**' textbox, type '**ddrsprovider.fssa.in.gov**' (if it does not automatically appear there)
16. Click the '**Add**' button; the website name will now appear in the '**Allowed Sites**' box.

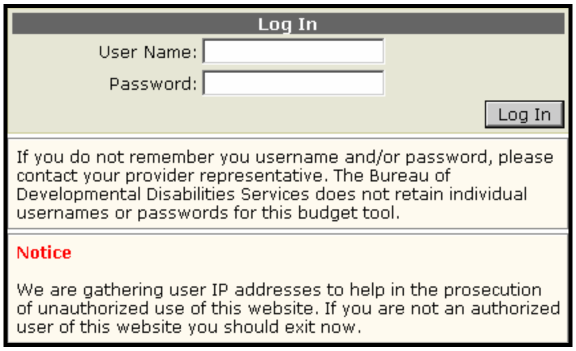
You might need to change other pop-up blocker settings to allow pop-ups from this website.

For further information, you can go to the following Microsoft website:
http://www.microsoft.com/windows/ie/ie6/using/howto/security/settings.mspx

Return Home

Follow the instructions to properly set your computer to be able to view and use the website. When you complete the instructions, the **Log In** window appears.

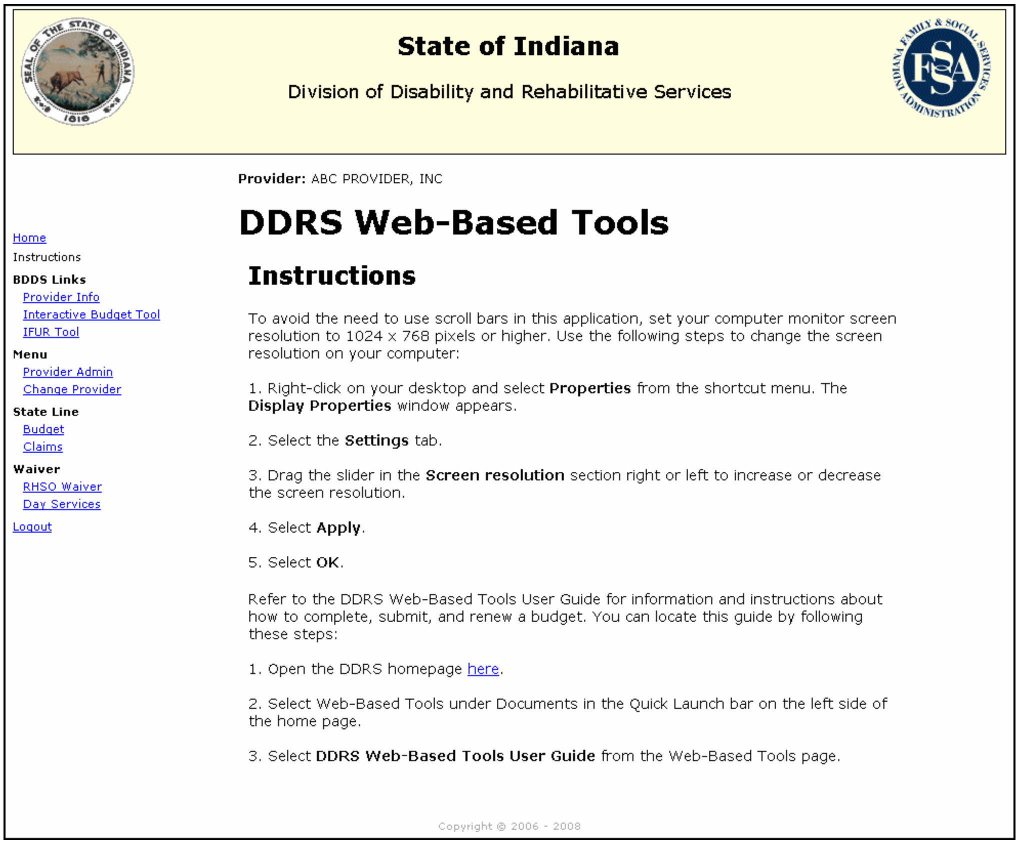
The following illustration shows an example of the **Log In** window:



Complete the information in the **Log In** window and select **Log In**. The Instructions page appears.

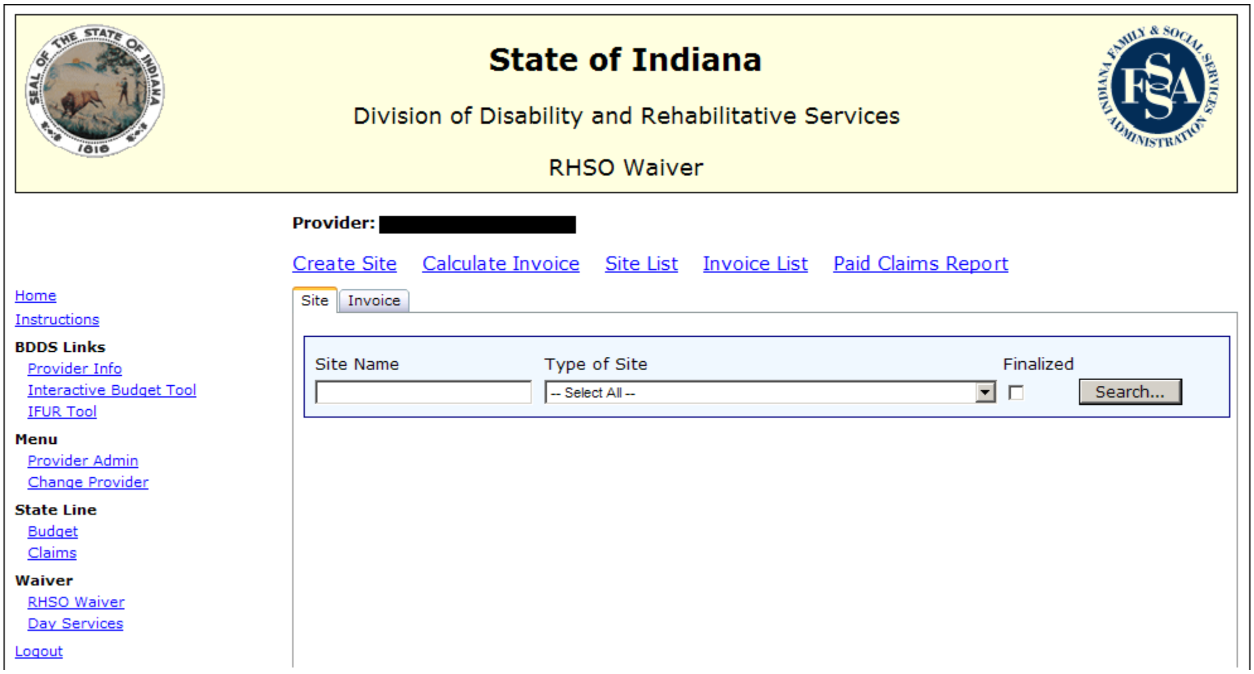
1.4. Instructions Page

The following illustration shows an example of the Instructions page:



2.0 Accessing the RHSO Waiver Tool

To access the RHSO Waiver tool, select **RHSO Waiver** from the menu structure on the left side of the DDRS Web-Based Tools page. The **RHSO Waiver** main screen appears, with the **Site** tab selected, as shown in the following illustration:



Important

The system uses the term *site* to represent a home where up to four consumers reside, and upon which you can calculate an invoice amount. You must create a site before you can calculate an invoice amount for the site.

You can use the main screen to:

- Search for a site by using the **Site** tab.
- Search for a calculated invoice amount by using the **Invoice** tab.
- Create a site.
- Calculate an invoice amount.
- View paid claims as a report.

2.1 How to Search for a Site

Use the following procedure to search for a site.

1. Enter a value in one or more of the following fields or check boxes:

   Site Name Enter a name or portion of a name. Enter a single letter to search for a site name that begins with that letter and meets all other criteria.

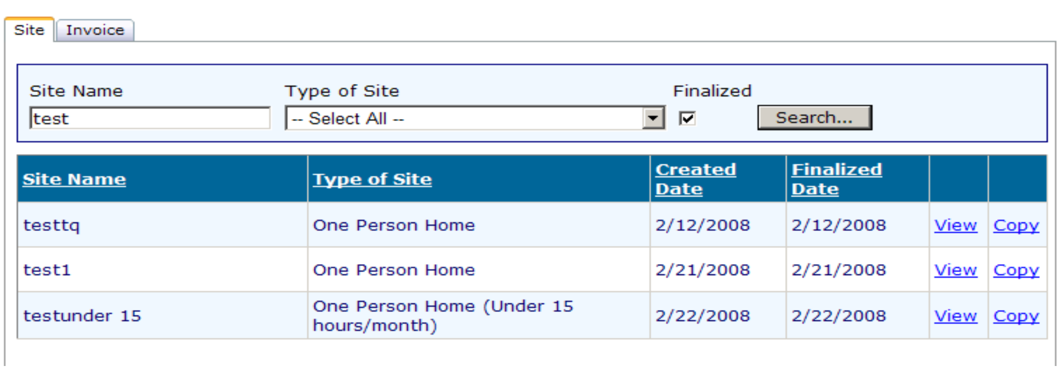
   Type of Site Select **One-**, **Two-**, **Three-**, or **Four-Person Home** to search for a site with the corresponding number of consumers that meets all other criteria. You can also search specifically for O**ne-Person Homes** of **under** or **over 15 hours per month**. Leaving the default value of **Select All** will return all of the sites that meet any other criteria.

   Finalized Select the **Finalized** check box to return finalized sites that meet all other criteria.

2. Select the **Search** button. The returned sites appear in a table below the search fields. The following illustration shows an example of sites returned from a search:

You can select the **Edit** link to open the site and make changes, or the **Delete** link to delete the site from the system.

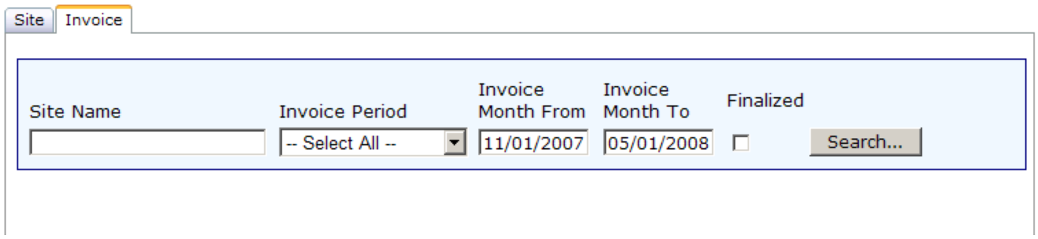
If you select the **Finalized** check box during the search, the system returns only finalized sites that you can either view or copy, as shown in the following illustration:



2.2 How to Search for a Calculated Invoice Amount

Use the following procedure to search for an existing calculated invoice amount.

1. Select the **Invoice** tab, as shown in the following illustration:



2. Enter a value in one or more of the following fields:

Site Name Enter a name or portion of a name. Enter a single letter to search for a site name that begins with that letter and meets all other criteria.

Invoice Period Select one of the following values from the **Invoice Period** drop-down list to search for an invoice amount that meets the invoice period and all other criteria:

- **Monthly**
- **Bi-weekly**
- **Bi-monthly-14 days**
- **Bi-monthly-15 days**
- **Bi-monthly-16 days**
- **Weekly**
- **1-5 hours/month**
- **6-10 hours/month**
- **11-15 hours/month**

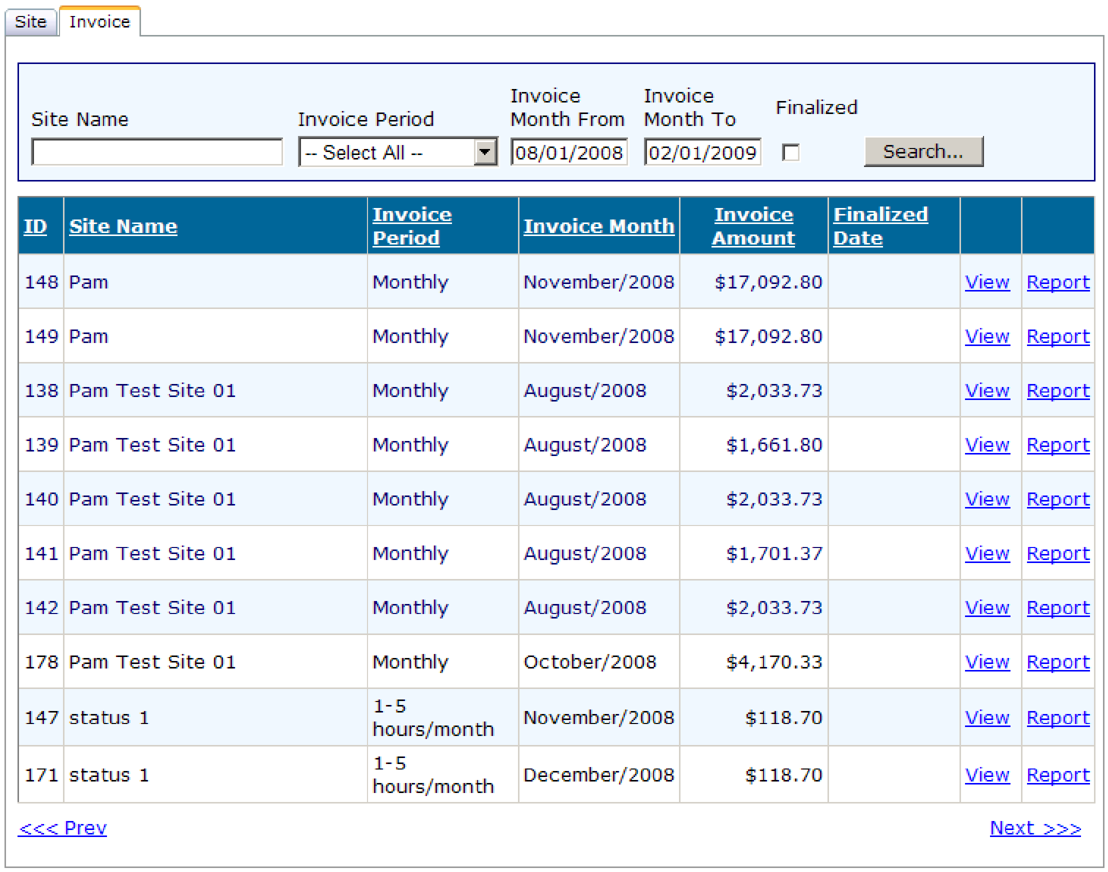
Invoice Month From Enter the beginning date for a date range on which to search. This field works in conjunction with the **Invoice Month To** field.

Invoice Month To Enter the ending date for a date range on which to search. This field works in conjunction with the **Invoice Month From** field.

If you select the **Finalized** check box during the search, the system returns only finalized invoices that you can either view or copy.

3. Select the **Search** button. The returned invoice information appears in a grid below the search fields.

   The following illustration shows an example of a calculated invoice search:



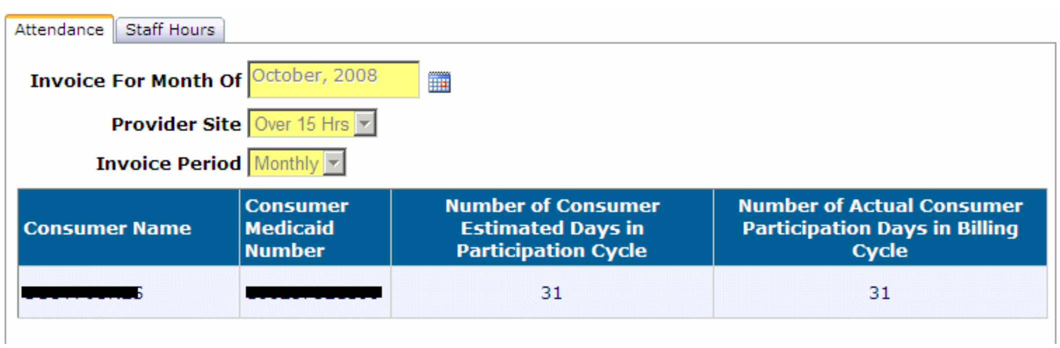
Site | Invoice

Site Name	Invoice Period	Invoice Month From	Invoice Month To	Finalized	
	-- Select All --	08/01/2008	02/01/2009	☐	Search...

ID	Site Name	Invoice Period	Invoice Month	Invoice Amount	Finalized Date		
148	Pam	Monthly	November/2008	$17,092.80		View	Report
149	Pam	Monthly	November/2008	$17,092.80		View	Report
138	Pam Test Site 01	Monthly	August/2008	$2,033.73		View	Report
139	Pam Test Site 01	Monthly	August/2008	$1,661.80		View	Report
140	Pam Test Site 01	Monthly	August/2008	$2,033.73		View	Report
141	Pam Test Site 01	Monthly	August/2008	$1,701.37		View	Report
142	Pam Test Site 01	Monthly	August/2008	$2,033.73		View	Report
178	Pam Test Site 01	Monthly	October/2008	$4,170.33		View	Report
147	status 1	1-5 hours/month	November/2008	$118.70		View	Report
171	status 1	1-5 hours/month	December/2008	$118.70		View	Report

<<< Prev Next >>>

You can select the **View** link to view a calculated invoice amount, as shown in the following illustration:



Attendance | Staff Hours

Invoice For Month Of October, 2008

Provider Site Over 15 Hrs

Invoice Period Monthly

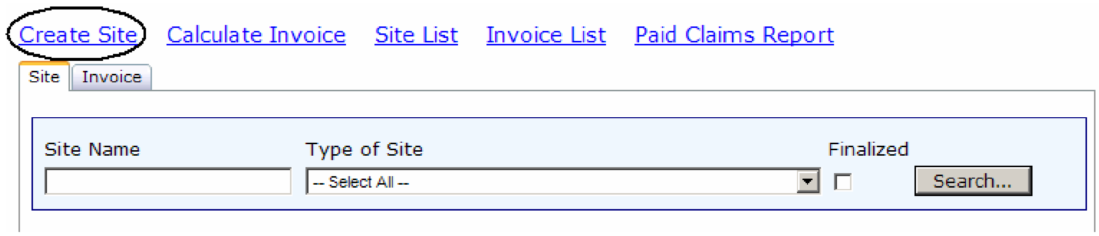
Consumer Name	Consumer Medicaid Number	Number of Consumer Estimated Days in Participation Cycle	Number of Actual Consumer Participation Days in Billing Cycle
[redacted]	[redacted]	31	31

You can select the **Report** link to view an Adobe Acrobat PDF. From the PDF, you can print a hard copy of the calculated invoice amount. The system displays the **RHSO Invoice** report for the calculated amount.

2.3 How to Create a Site

Use the following procedure to create a site:

1. Select the **Create Site** link from the main screen. The **Site Info** tab appears, as shown in the following illustration:

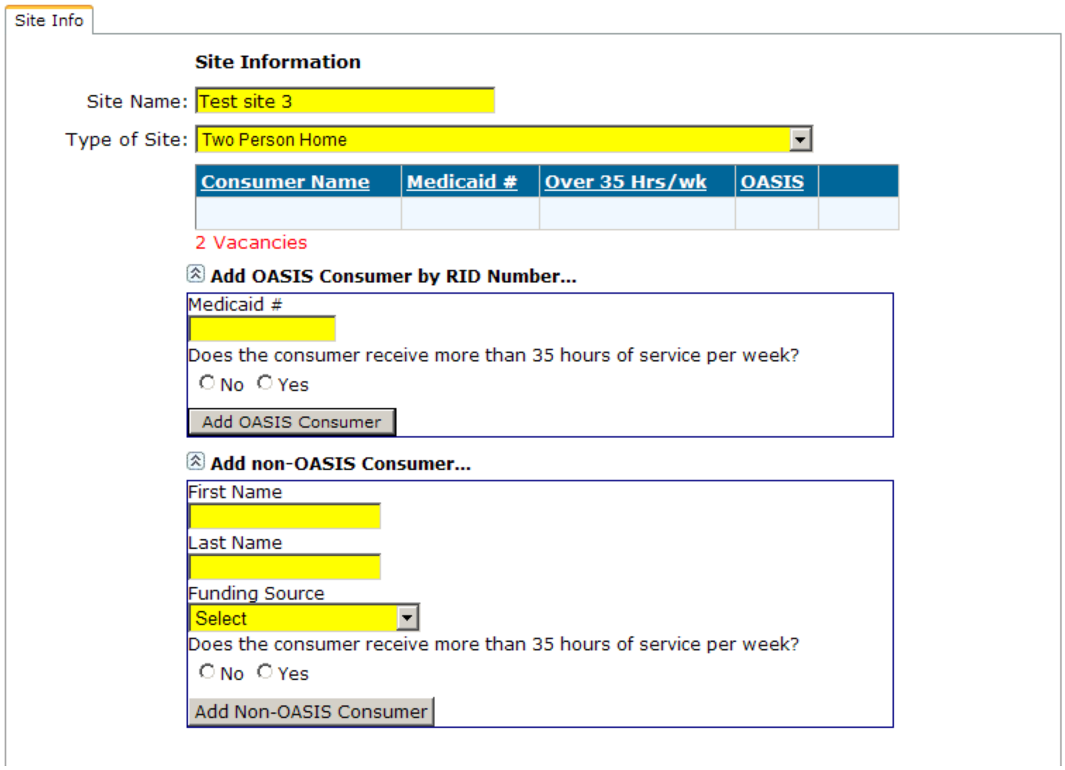


2. Enter a name for the site in the **Site Name** field.

3. Select one of the following values from the **Type of Site** drop-down list:

   - **One Person Home**
   - **Two Person Home**
   - **Three Person Home**
   - **Four Person Home**
   - **DISTRICT 4 ONLY (Jan – Dec 08) – One Person Home (Under 15 hrs/month)**
   - **DISTRICT 4 ONLY (Jan – Dec 08) – One Person Home (Over 15 hrs/month)**

The **Site Info** tab expands to show two boxes for additional information, as shown in the following illustration:



4. Complete the information in the **Add OASIS Consumer by RID Number** box for an OASIS consumer that resides at the site.

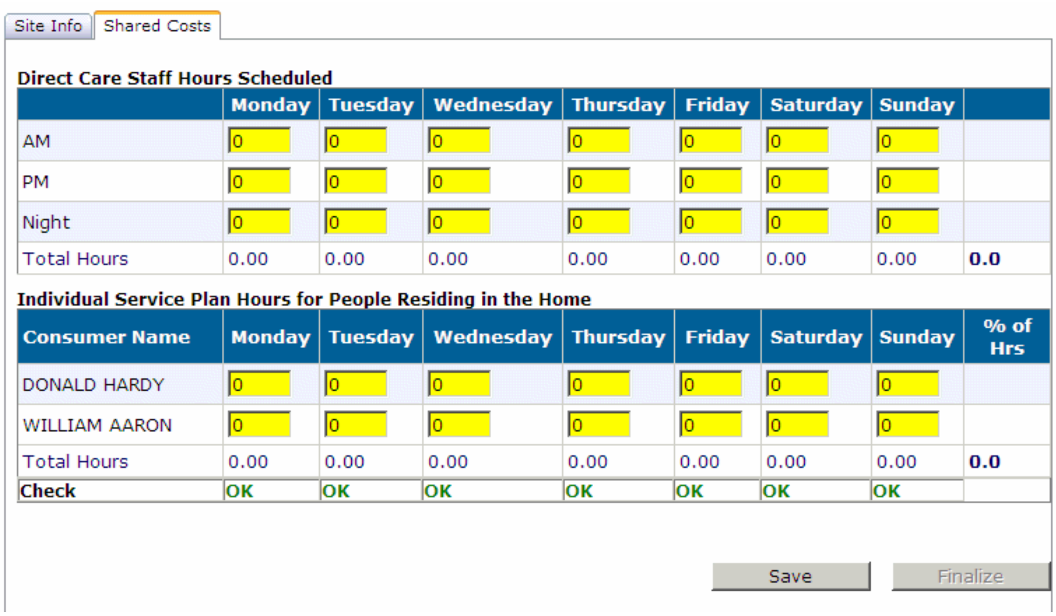
   \- Or -

   Complete the information in the **Add non-OASIS Consumer** box for a non-OASIS consumer that resides at the site.

5. Repeat Step 4 as necessary to add the same number of consumers as selected in the **Type of Site** drop-down list.

6. Select the **Continue** link. The **Shared Costs** tab appears.

The following illustration shows an example of the **Shared Costs** tab:



Site Info | Shared Costs

Direct Care Staff Hours Scheduled

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
AM	0	0	0	0	0	0	0	
PM	0	0	0	0	0	0	0	
Night	0	0	0	0	0	0	0	
Total Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**0.0**

Individual Service Plan Hours for People Residing in the Home

Consumer Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	% of Hrs
DONALD HARDY	0	0	0	0	0	0	0	
WILLIAM AARON	0	0	0	0	0	0	0	
Total Hours	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**0.0**
Check	OK	OK	OK	OK	OK	OK	OK	

Save | Finalize

7. Enter the combined number of staff hours available for each day of the week in the **Direct Care Staff Hours Scheduled** section of the **Shared Costs** tab.

   As you enter information into these fields, error messages similar to the following example appear in the **Individual Service Plan Hours for People Residing in the Home** section. This is normal.

   Error
   (+8.00)

8. Enter the number of hours required for each consumer in the **Individual Service Plan Hours for People Residing in the Home** section, as defined in each consumer's ISP.

   As you enter the information, the error messages should be replaced by **OK**. If an error message remains, a discrepancy exists between the consumer's allotted hours of support and the number of direct care staff hours scheduled on that day, and the discrepancy must be investigated and corrected. The number of hours in the two sections must match before you can save the site.

9. Select the **Save** button. The following message appears at the bottom of the **Shared Costs** tab:

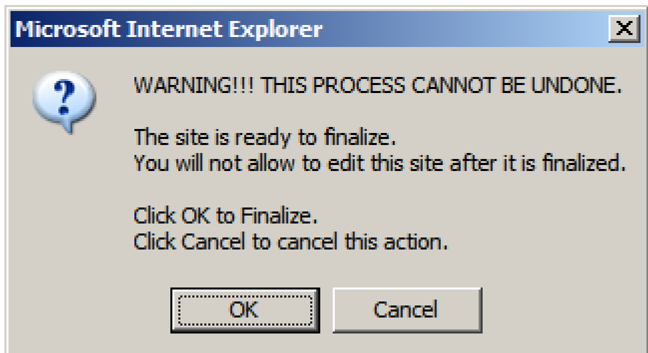
   This site is ready to finalize. Please click Finalize button when you are ready.

Important

You do NOT have to finalize the site at this point. You can select **RHSO Waiver** from the menu structure and the system will save the site for editing later.

A finalized site is locked and CANNOT be edited.

10. (Optional) Select the **Finalize** button. The following warning message appears:

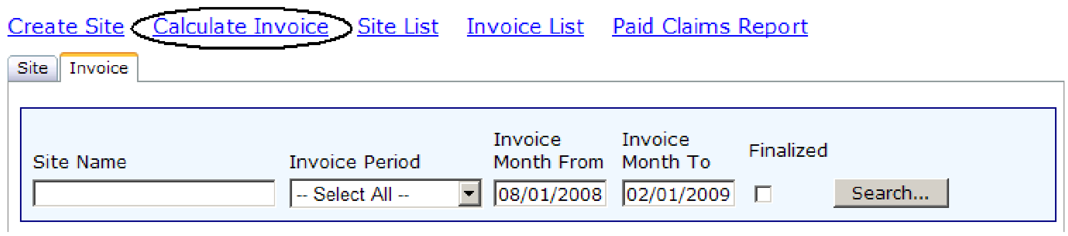


11. Select the **OK** button to finalize the site.

2.4 How to Calculate an Invoice Amount

Use the following procedure to calculate an invoice amount:

1. Select the **Calculate Invoice** link from the main screen, as shown in the following illustration:



   The **Attendance** tab appears.

2. Select the calendar icon next to the **Invoice For Month Of** field.

3. Use the arrows at the top of the calendar display to navigate to the desired month and year.

4. Select a date from the calendar display to select the month and year. The month and year appear in the **Invoice For Month Of** field.

5. Select the site to use from the **Provider Site** drop-down list.

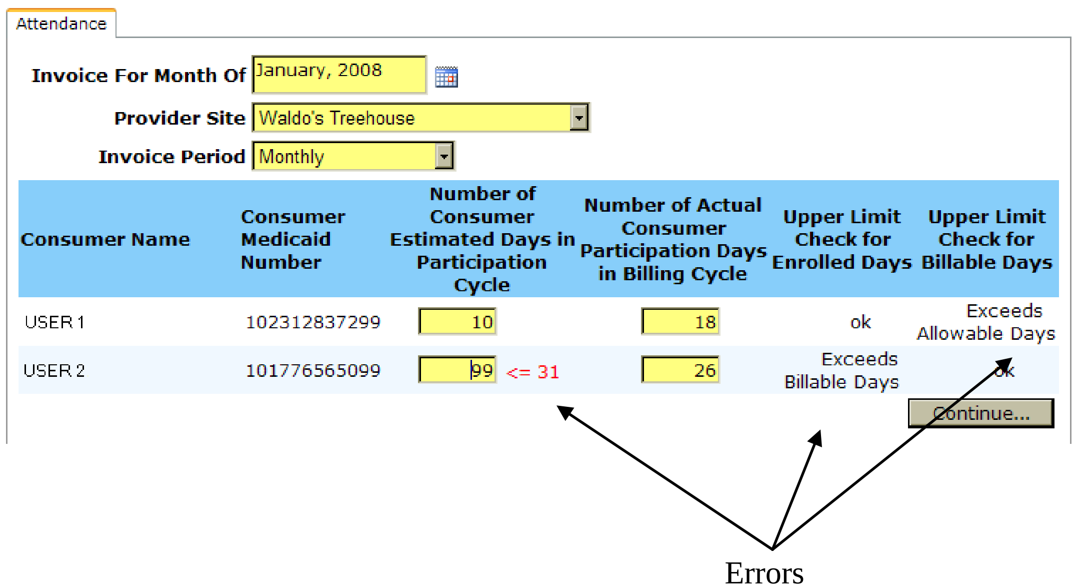
6. Select one of the following values from the **Invoice Period** field:

   - **Monthly**
   - **Bi-weekly**
   - **Bi-monthly-14 days**
   - **Bi-monthly-15 days**
   - **Bi-monthly-16 days**
   - **Weekly**

   A table appears that displays consumer information and contains one or more open fields.

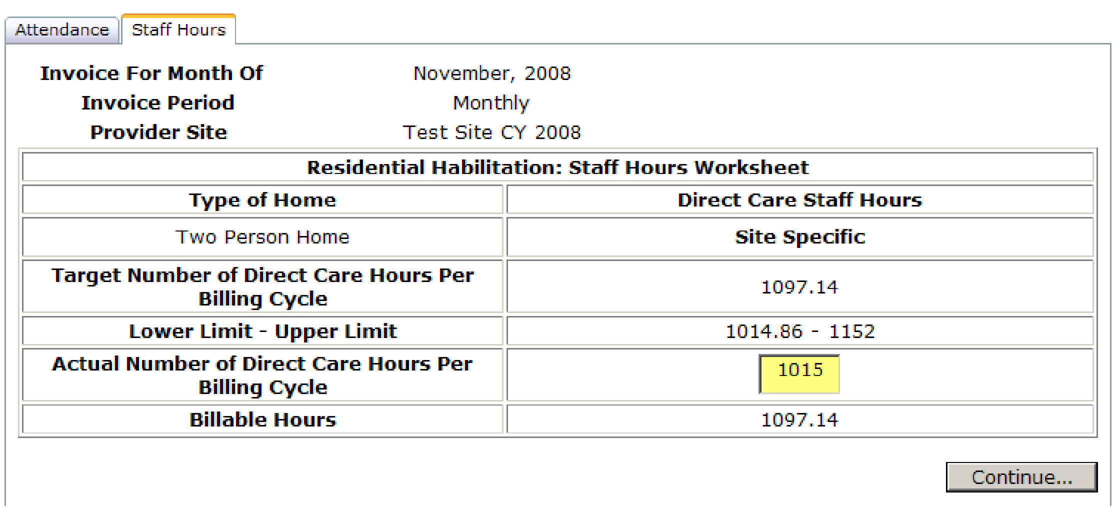
7. Complete the open fields in the table and then select the **Continue** button.

If the values you enter fall within the allowable ranges defined by the State, **ok** appears in both of the **Upper Limit Check** fields. If the entered values do not fall within allowable ranges, errors appear in the **Upper Limit Check** fields. The following illustration shows examples of the various values that can appear:



You must correct the field values to remove the errors before continuing.

8. Select the **Continue** button. The **Staff Hours** tab appears, as shown in the following illustration:

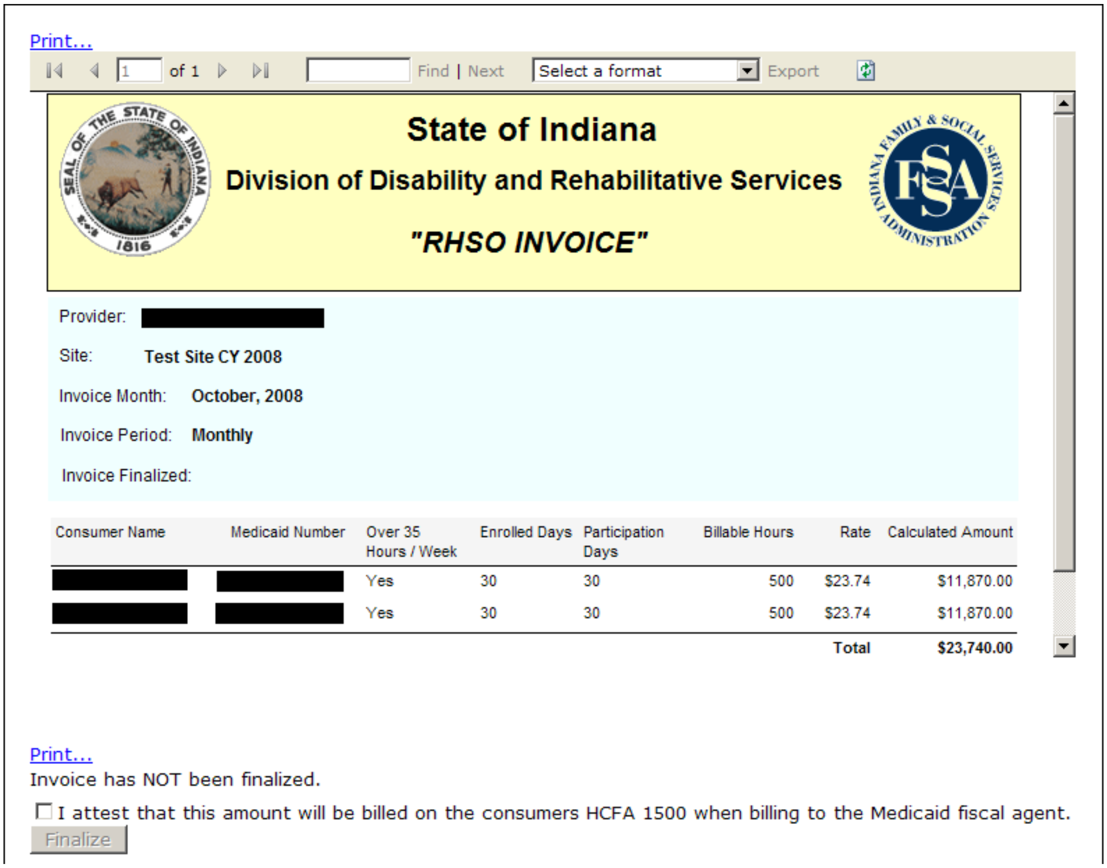


9. Enter a value in the **Actual Number of Direct Care Hours Per Billing Cycle** field.

10. Select the **Continue** button. The **RHSO Invoice** report appears.

    Note that the **Continue** button will not be selectable until after you have entered the **Actual Number of Direct Care Hours Per Billing Cycle** and clicked outside of the field.

    The following illustration shows an example of the **RHSO Invoice** report:



Print...

1 of 1 Find | Next Select a format Export

State of Indiana

Division of Disability and Rehabilitative Services

"RHSO INVOICE"

Provider: [redacted]

Site: Test Site CY 2008

Invoice Month: October, 2008

Invoice Period: Monthly

Invoice Finalized:

Consumer Name	Medicaid Number	Over 35 Hours / Week	Enrolled Days	Participation Days	Billable Hours	Rate	Calculated Amount
[redacted]	[redacted]	Yes	30	30	500	$23.74	$11,870.00
[redacted]	[redacted]	Yes	30	30	500	$23.74	$11,870.00
						Total	$23,740.00

Print...

Invoice has NOT been finalized.

I attest that this amount will be billed on the consumers HCFA 1500 when billing to the Medicaid fiscal agent.

Finalize

11. Select the **I attest that this amount will be billed on the consumers HCFA 1500 when billing to the Medicaid Fiscal agent** check box at the bottom of the report.

12. Select the **Finalize** button to finalize the RHSO Invoice.

Tip

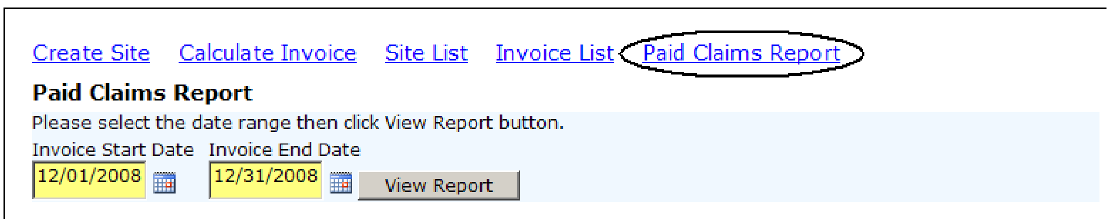
Use the **Print** tool from the toolbar to print the report so that you can reference the invoice when you use the EDS website for other billing activities.

EDS does not require information from the **Enrolled Days** column.

2.5 How to View a Paid Claims Report

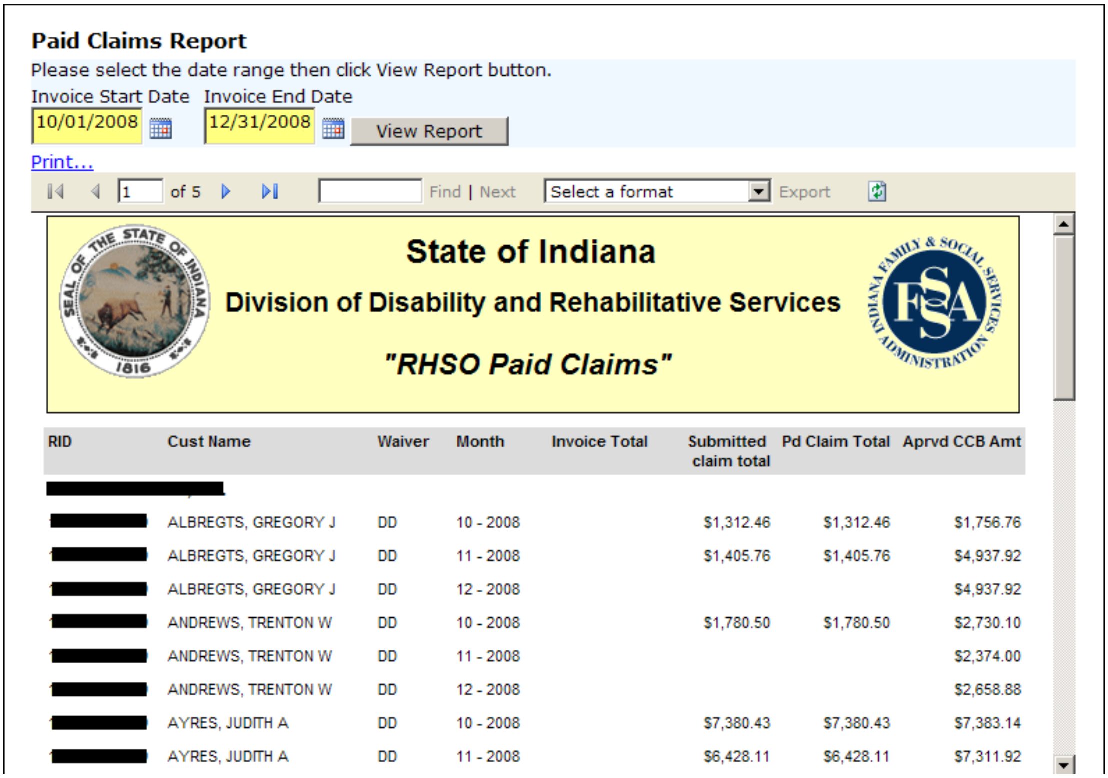
Use the following procedure to view a paid claims report.

1. Select the **Paid Claims Report** link from the main screen. Date range selection fields appear, as shown in the following illustration:



2. Enter the desired date or use the date picker (the calendar icon) in the **Invoice Start Date** field or **Invoice End Date** field.

3. Select the **View Report** button. The report appears for the date range selected, as shown in the following illustration:



Paid Claims Report

Please select the date range then click View Report button.

Invoice Start Date 10/01/2008 Invoice End Date 12/31/2008 View Report

Print...

1 of 5 Find | Next Select a format Export

State of Indiana

Division of Disability and Rehabilitative Services

"RHSO Paid Claims"

RID	Cust Name	Waiver	Month	Invoice Total	Submitted claim total	Pd Claim Total	Aprvd CCB Amt
[redacted]							
[redacted]	ALBREGTS, GREGORY J	DD	10 - 2008		$1,312.46	$1,312.46	$1,756.76
[redacted]	ALBREGTS, GREGORY J	DD	11 - 2008		$1,405.76	$1,405.76	$4,937.92
[redacted]	ALBREGTS, GREGORY J	DD	12 - 2008				$4,937.92
[redacted]	ANDREWS, TRENTON W	DD	10 - 2008		$1,780.50	$1,780.50	$2,730.10
[redacted]	ANDREWS, TRENTON W	DD	11 - 2008				$2,374.00
[redacted]	ANDREWS, TRENTON W	DD	12 - 2008				$2,658.88
[redacted]	AYRES, JUDITH A	DD	10 - 2008		$7,380.43	$7,380.43	$7,383.14
[redacted]	AYRES, JUDITH A	DD	11 - 2008		$6,428.11	$6,428.11	$7,311.92

Tip

Use the **Print** tool from the toolbar to print the report so that you can reference the invoices which have been paid.